browser is then directed to a webpage that displays data from the client device **112** or the HUD server **118** (or other server devices).

[0046] In exemplary embodiments, the client data module **308** is configured to receive communication data variables from the communication data module **206** of the HUD server **118**. The client data module **308** may receive the communication data variables from the HUD server **118** immediately when the communication data variables become available to the HUD server **118**. For example, an inbound phone call to the PBX server **116** will trigger the PBX server **116** to provide communication data variables to the communication data module **206** of the HUD server **118**. The communication data variables may then be immediately forwarded to the client data module **308**. Substantially simultaneously, the PBX server **116** may route the inbound phone call to the client device **112** or another communication device associated with the same individual. In some embodiments, the receipt of the communication data variables may trigger a review of the browser launch settings to determine when, where, and what type of browser page to launch. In alternative embodiments, other notifications of inbound communication may trigger the review (e.g., receipt of inbound communication from the communication server).

[0047] In embodiments where the client device **112** initiates an outbound communication, the client data module **308** may be configured to detect the communication data variable(s) for the outbound communication. For example, an individual associated with the client device **112** may initiate a phone call to an external user at the external user device **124**. Based on the phone number, the client data module **308** may detect corresponding communication data variables such as customer name and account number. In some embodiments, external user data may be locally stored in the client database **310** (e.g., Outlook contacts data). For example, a contacts table may be maintained in the client database **310** which includes communication data variables (e.g., phone numbers, e-mails, name, and addresses) for frequently contacted external users.

[0048] The client database **310** may further store the browser launch settings. The browser launch settings may include, for example, instructions as to when to launch a browser (e.g., before or at the beginning of a communication, during a communication, upon completion of the communication, or any combination thereof), display options, and URL used to obtain data for the browser. An example of a browser launch settings interface is shown and described in more detail in connection with FIG. **4***b*.

[0049] The browser module **312** is configured to launch a browser. In some embodiments, the browser module **312** may receive launch instructions from the client data module **308** at a predetermined time. The browser may be directed to a specific webpage or be directed to a webpage containing a window or frame directed to a URL that is constructed based on, or otherwise is associated with, one or more of the communication data variables. In some embodiments, the browser is directed to internal information via an internal URL. In these embodiments, the browser module **312** may communicate with the data exchange module **210** to access internal (e.g., within the enterprise central location **102**) servers and databases, such as the CRM server **122**. In other embodiments, the browser is directed to external information (e.g., information accessed via the network **106**) via an external URL. In these embodiments, the browser module **312** may access the network **106** to construct a page containing the external information. For example, an external URL to Google.com may be constructed from one or more communication data variables applied to a Google URL (e.g., Google.com%%callerID_number will provide a Google search of the caller ID number). In other embodiments, the URL may "call" a remote server in the background passing it variables. In this embodiment, the call may be hidden to the individual and the communication with the remote server may be background/covert.

[0050] The exemplary communication module **314** is configured to initiate a communication. In some embodiments, the communication module **314** may send a communication request comprising a contact identifier to the HUD server **118** or other communication server to initiate an outbound communication. For example, a communication request may be forwarded to the HUD server **118** and the communication initiation module **214** may then instruct the PBX server **116** to establish a phone call. In other embodiments, the communication module **314** may send instructions to a local module of the client device **112** to initiate the outbound communication. For example, the communication module **314** may instruct an e-mail module of the client device **112** to provide a new e-mail composition window. The communication module **314** may also receive and establish an inbound communication.

[0051] Referring now to FIG. **4***a*, an example of a user interface **400** configured to provide event driven browser launch is shown. The exemplary user interface **400** displays individuals within the enterprise and their availability, various communication types available, and the present individual's status. In the present example, the user (i.e., individual using the user interface **400**) is identified by name and extension in a top, left display section **402**. Local and remote individuals of the enterprise are displayed in a lower portion of the user interface **400**, and may be identified by name and extension within a display block **404**. The local and remote individuals may be organized in any manner, such as by first name, last name, extension number, team (e.g., sales teams, executive team) or group, and so forth.

[0052] Within each block **404**, a plurality of icons **406** may be provided to indicate availability and provide single-click communication functionality. The icons **406** may comprise, for example, an e-mail icon, a cellular/mobile phone icon, phone icon, voicemail icon, and a chat icon. In some embodiments, the user may initiate a phone call or a direct-to-voicemail by clicking on an extension number within the block **404** or by clicking on the individual's name within the block **404**. Status of the local and remote individuals may also be received from the HUD server **118** and displayed in each block **404**.

[0053] The user interface **400** may also provide access to the browser launch setting interface. In one embodiment, the individual may customize interface settings via selecting a file menu **408** and choosing a HUD setting option. Upon selecting the HUD setting option, a HUD settings interface **410** as shown in FIG. **4***b* may be displayed. The HUD settings interface **410** allows the individual to customize settings for various functions.

[0054] In the present embodiment, a URL launcher button **412** has been selected which provides a URL launcher settings window **414**. The exemplary URL launcher settings window **414** may provide data access options **416** which indicate when the browser should be launched and provides